

AMENDMENTS TO THE CLAIMS:

This listing of claims replaces all prior versions and listings of claims in the application:

LISTING OF CLAIMS:

- 1 1. (Currently Amended) A method of managing workflows in a service provider
- 2 environment in which a service provider provides data storage resources to a customer,
- 3 comprising:
 - 4 providing the a customer with a list of types of work order requests to select work to be
 - 5 performed based on a permission level defining a level of access to the data storages resources
 - 6 allowed to associated with the customer, the work order requests comprising requests to manage
 - 7 storage configuration of the data storage resources provided to the customer;
 - 8 receiving a selection of a type of work order request from the customer prior to
 - 9 performance of work associated with the selection;
 - 10 enabling the customer to generate a work order request of the selected type in a work order
 - 11 request submission;
 - 12 creating a database object based on the work order request; and
 - 13 storing the database object in a database.

- 1 2. (Original) The method of claim 1, wherein enabling comprises:
 - 2 providing to the customer at least one task screen corresponding to the selected type of
 - 3 work order request and usable by the customer to generate the work order request.

- 1 3. (Original) The method of claim 1, wherein the work order request comprises values of
 - 2 parameters specific to the selected type of work order request.

- 1 4. (Original) The method of claim 1, wherein the database object comprises elements that
 - 2 include a customer identifier and the selected type of work order request.

- 1 5. (Original) The method of claim 4, wherein the elements further include a state to
 - 2 indicate status of the work order request.

- 1 6. (Previously Presented) The method of claim 5, wherein the state is set to indicate a
 - 2 new work order request initially and later changed to indicate a closed work order request.

- 1 7. (Original) The method of claim 5, further comprising:
 - 2 assigning a work order request identifier to the work order request; and
 - 3 providing the assigned work order request to the customer.

1 8. (Original) The method of claim 7, wherein the database object is stored in the database
2 as a table entry, the table entry including fields to store information associated with each of the
3 elements.

1 9. (Original) The method of claim 8, wherein the elements further comprise the assigned
2 work order request identifier and the work order request is stored in one of the fields in the table
3 entry.

1 10. (Original) The method of claim 5, further comprising:
2 processing the work order request using the table entry, processing comprising attempting
3 to perform any tasks required to satisfy the work order request; and
4 updating the state based on the results of the processing.

1 11. (Previously Presented) The method of claim 10, wherein updating comprises:
2 marking the state to indicate that the work order request is closed if such tasks are
3 performed successfully; and
4 marking the state to indicate a failure if such tasks are not performed successfully.

1 12. (Original) The method of claim 10, further comprising:
2 generating a billable event when the work order request is closed; and
3 storing the billable event in the database in association with the customer identifier and
4 account information.

1 13. (Original) The method of claim 1, wherein work order request submission is in the
2 form of an email.

1 14. (Original) The method of claim 1, wherein work order request submission is in the
2 form of HTTP.

1 15. (Original) The method of claim 10, wherein processing is managed by a workflow
2 automation that periodically queries the database to locate any new work order requests based on
3 the state in the table entry for each work order request.

1 16. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of the billable event are handled by the workflow automation.

1 17. (Original) The method of claim 15, wherein the workflow automation invokes other
2 processes needed to perform the work order request.

1 18. (Original) The method of claim 10, wherein processing is managed manually by an
2 administrator of the service provider.

1 19. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of the billable event are handled manually by the service provider
3 administrator.

1 20. (Original) The method of claim 12, wherein the processing, updating, and the
2 generating and storing of billable events are managed manually by the service provider
3 administrator when the state indicates a failure.

1 21. (Currently Amended) A computer program product residing on a computer-readable
2 medium for managing workflows in a service provider environment in which a service provider
3 provides data storage resources to a customer, the computer program product comprising
4 instructions causing a computer to:

5 provide a the customer with a list of types of work order requests to select work to be
6 performed based on a permission level defining a level of access to the data storages resources
7 allowed to associated with the customer, the work order requests comprising requests to manage
8 storage configuration of the data storage resources provided to the customer, wherein the types of
9 work order requests comprise at least one of requests to:

10 connect the data storage resources to a server;

11 allocate the data storage resources to a customer account;

12 create a mirror;

13 restore remote mirroring; or

14 split a business continuance volume (BCV);

15 receive a selection of a type of work order request from the customer prior to performance
16 of work associated with the selection;
17 enable the customer to generate a work order request of the selected type in a work order
18 request submission;
19 create a database object based on the work order request; and
20 store the database object in a database.

1 22. (Currently Amended) An apparatus for managing workflows in a service provider
2 environment in which a service provider provides data storage resources to a customer,
3 comprising:
4 means for providing a customer with a list of types of work order requests to select work
5 to be performed based on a permission level defining a level of access to the data storages
6 resources allowed to associated with the customer, the work order requests comprising requests to
7 manage storage configuration of the data storage resources provided to the customer;
8 means for receiving a selection of a type of work order request from the customer prior to
9 performance of work associated with the selection;
10 means for enabling the customer to generate a work order request of the selected type in a
11 work order request submission;
12 means for creating a database object based on the work order request; and
13 means for storing the database object in a database.

- 1 23. (New) The method of claim 1 wherein the types of the work order requests comprise
- 2 at least one of requests to:
 - 3 connect the data storage resources to a server;
 - 4 allocate the data storage resources to a customer account;
 - 5 create a mirror;
 - 6 restore remote mirroring; or
 - 7 split a business continuance volume (BCV).